

Who Watching the Network?

You rely on your network, it is an integral part of your everyday business. How stable is your network? How do you know? What happens when the network goes down? How many employees are unproductive? How much time is wasted before the system is up again? If you have mixed feelings about answering any of these questions, then it's time to be more pro-active in your network's health. The problem with break fix support scenarios is just that. When it breaks down, it's an emergency fire drill to fix it. Sometimes it is a minor issue. Sometimes it can cause outages for days. In most cases the network has been having an unseen issue for some time, but nobody knows until it escalates into costly down time.

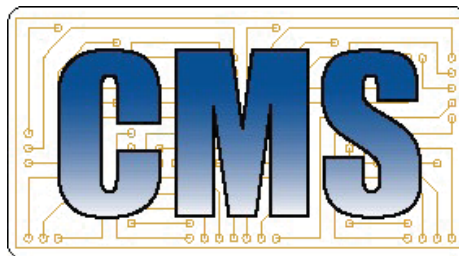
Are you willing to live with the risk? There's no need to.

We deliver a affordable, comprehensive solution.

In partnership with Level Platforms Inc., a leader in network monitoring and reporting applications, we can now offer our clients an enterprise class remote network monitoring solution. The CMS Remote Managed Services program delivers real time network health statistics to our dedicated servers 24 hours a day. This cutting edge service provides a pro-active approach to network stability by continually monitoring your core network components for possible pending issues, and then reporting any problems to our support engineers before they result in critical down time.

Here's how it works:

- Easy setup – It takes about an hour to install and configure an On-Site Manager application that resides on your file server. Once installed, this application “listens” to the core network components. These components in most cases will report critical impending issues to the On-Site Manager.
- Automatic reporting – The On-Site Manager then automatically relays, via a secure internet connection, a current snapshot of your network's health to our dedicated Managed Service Center. Our network support engineers continually monitor our Managed Service Center for critical issues, on your network, that may need our immediate attention.



Computer Maintenance Service's RMS program is simple:

True Peace of Mind: Once configured, the service automatically reports your network's health, saving considerable time and expenses usually associated with proper network maintenance.

Periodic Reports: Client will receive, via e-mail, periodic reports pertaining to network uptime, pending failures, and critical service issues.

Remote Connectivity: The program gives us the ability to touch every remote capable component on your network for quick troubleshooting or problem resolutions.

Serious Value: Our Remote Managed Services solution combines the power and protection of an advanced corporate solution at a price every business can afford.

Learn more about our Remote Managed Services program. Talk to one of our sales representatives at 1-708-478-2530 or visit www.cmsnetworking.com.

Computer Maintenance Service’s Remote Managed Services provides multiple pricing options so users can easily adjust plans as their needs change.

Level	Price (Monthly)	Users
Basic	\$99 per server	<p>Basic plan offers remote monitoring for a file servers most critical issues.</p> <ul style="list-style-type: none"> • Guaranteed Same Day Response To Technical Problems During Regular Business Hour • Each additional Computer \$15 • Each additional Device \$50 • 10% Discount on Remote Off-Site Backup and Web Hosting Services
Standard	\$199 one server plus 10 workstations	<p>All of the benefits of the Basic plan plus:</p> <ul style="list-style-type: none"> • Two, 15 Minute “Get Out of Computer Trouble” Remote Support Calls Per Month • Each additional Computer \$15 • Each additional Device \$50 • Preferred Client Discount of 10% on Standard Technical Support Rates • 20% Discount on Remote Off-Site Backup and Web Hosting Services
Premium	\$299 minimum \$149 per server \$20 per workstations \$50 per device	<p>All of the benefits of the Standard plan plus:</p> <ul style="list-style-type: none"> • Four, 15 Minute “Get Out of Computer Trouble” Remote Support Calls Per Month • On-Site Bi-Annual Network Tune up Includes Patches and Updates • Preferred Client Discount of 15% on Standard Technical Support Rates • Guaranteed 4-Hour or Less Response to Technical Problems
Ultimate	\$599 minimum \$249 per server \$30 per workstations \$50 per device	<p>All of the benefits of the Premium plan plus:</p> <ul style="list-style-type: none"> • FREE server and workstation loaners when critical • FREE network connectivity labor support services for covered devices • Preferred Client Discount of 20% on non-covered Standard Technical Support Rates • Guaranteed 2-Hour or Less Response to Technical Problems

We support all your online needs.

Computer Maintenance Service Inc. focuses on turning on the power of the Internet — every minute of every day — all over the globe. We provide solutions with unparalleled scalability to suit the needs of companies, large and small. Our robust suite of services includes domain registration, Website creation, Web & E-mail hosting, online marketing, e-commerce, data backup, managed services, Premium Spam Filtering and more.



Learn more about our Remote Managed Services. Talk to one of our representatives at 1-708-478-2530 or visit www.cmsnetworking.com.

Company Name: First Financial Inc
 Contact Name: Peter Rochon
 Period: 12/3/2007 1:10:00 PM - 12/17/2007 1:10:00 PM
 Created On: 12/17/2007 1:14:59 PM

Site Health	
98%	Servers 98%
	Server Availability 98%

Top 5 Disk Utilization

Ty's computer		
C:	98.0% Used	
bsingh-dev.lpi.local		
C:	94.6% Used	
trodney-dt1.lpi.local		
C:	93.2% Used	
cpayne-tech2.lpi.local		
C:	93.1% Used	
jbartley-dt.lpi.local		
D:	92.6% Used	

Previous Period

Site Health	88%
Total Alerts	425
Remote Sessions	52
Tickets Closed	123

Managed Activities	
New Devices Added	14
Trouble Tickets Closed	112
Remote Sessions	50

Asset Overview

Windows Servers	56
SNMP	7
Total	63

Alert Summary

OS	385
Device Down	88
Network	20
Hardware	3
Intel® vPro™	2
Printer	2
Security	2
Uncategorized	0
Total	502

Alert Turnaround

< 15 m	< 1 hr	< 4 hrs	< 1 day	> 1 day
245	71	63	43	53

Top 5 Devices by Number Of Alerts

sazzam-test.lpi.local	58
liliaroum-dt1.lpi.local	58
lpi-gkoh-dp.lpi.local	30
Ping	27
danny-2003.lpi.local	26